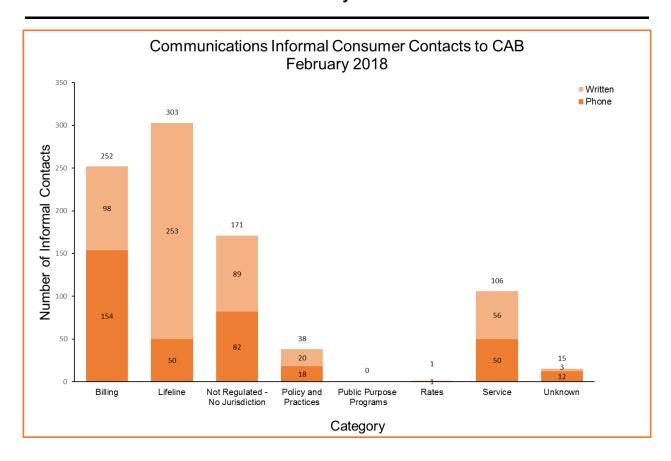
Communications Industry Informal Consumer Contacts February 2018

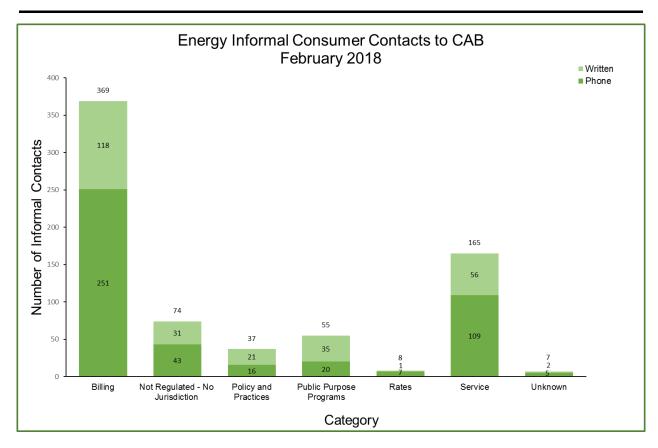


Communications Informal Consumer Contacts to CAB February 2018

Category ¹	Phone	Written	Total	% of Total
Billing	154	98	252	28%
Lifeline	50	253	303	34%
Not Regulated - No Jurisdiction	82	89	171	19%
Policy and Practices	18	20	38	4%
Public Purpose Programs	0	0	0	0%
Rates	1	0	1	0.1%
Service	50	56	106	12%
Unknown	12	3	15	2%
Grand Total	367	519	886	100%

- <u>Table 1</u> reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- <u>Table 2</u> reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

Energy Industry Informal Consumer Contacts February 2018



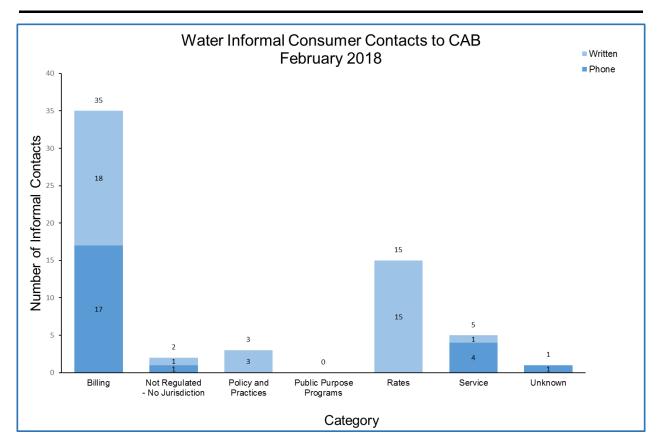
Energy Informal Consumer Contacts to CAB February 2018

			-	
Category ¹	Phone	Written	Total	% of Total
Billing	251	118	369	52%
Not Regulated - No Jurisdiction	43	31	74	10%
Policy and Practices	16	21	37	5%
Public Purpose Programs	20	35	55	8%
Rates	7	1	8	1%
Service	109	56	165	23%
Unknown	5	2	7	1%
Grand Total	451	264	715	100%

- <u>Table 1</u> reports the total number of Energy Industry related consumer contacts for the period, presented by both utility company and category
- <u>Table 2</u> reports the total number of Energy Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found here.

Water Industry Informal Consumer Contacts February 2018



Water Informal Consumer Contacts to CAB February 2018

Category ¹	Phone	Written	Total	% Total
Billing	17	18	35	57%
Not Regulated - No Jurisdiction	1	1	2	3%
Policy and Practices	0	3	3	5%
Public Purpose Programs	0	0	0	0%
Rates	0	15	15	25%
Service	4	1	5	8%
Unknown	1	0	1	2%
Grand Total	23	38	61	100%

- <u>Table 1</u> reports the total number of Water Industry related consumer contacts for the period, presented by both utility company and category
- <u>Table 2</u> reports the total number of Water Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found here.